



Brian Sandoval
Governor

Barbara Smith Campbell
Chairwoman

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Executive Director

Silver State Health Insurance Exchange

2310 S. Carson Street, Suite 2, Carson City, NV 89701 • T: 775-687-9939 F: 775-687-9932
exchange.nv.gov

MEETING NOTICE AND AGENDA

Date and Time of Meeting: Thursday, February 13, 2014, 1:30 p.m.

Place of Meeting: Silver State Health Insurance Exchange
2310 South Carson Street, Suite 3A
Carson City, NV 89701

Videoconference Location: Silver State Health Insurance Exchange
150 N. Stephanie St, Ste. 100
Henderson, NV 89074

Call in Number: Number: (877) 402-9753
Access Code: 2459998

Web Broadcast Available at: http://exchange.nv.gov/Meetings/Watch_Live/

Meeting Materials Available at: www.exchange.nv.gov

AGENDA

- I. Call to Order, Welcome, Roll Call, Announcements
- II. Public Comment
- For Possible Action** III. Approval of the minutes of the January 9, 2014 Board meeting
- IV. Executive Director's report including the following matters of the Exchange:
 - A. Status of the call center
 - B. Status of the website
- V. January enrollment update
- For Possible Action** VI. Xerox presentation to the Board. Review, discussion and possible action regarding Xerox's plan of action to improve the website and call center performance

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**For Possible
Action**

VII. Discussion and possible action regarding the reactivation of one or more of the Exchange Advisory Committees and the creation of an advisory committee to assist the Exchange with matters related to health insurance brokers and agents

**For Possible
Action**

VIII. Discussion and possible action regarding the Fiscal Year 2013 audit of the Exchange's functions and operations required pursuant to NRS 695I370(1)(d)

**For Possible
Action**

IX. Discussion and possible action regarding dates, times, and agenda items for future meetings

X. Public Comment

XI. Adjournment

Unless noted as an action item, discussion of any item raised during a report or public comment is limited to that necessary for clarification or necessary to decide whether to place the item on a future agenda.

Public comment at the beginning and end of the agenda may be limited to three minutes per person at the discretion of the chairperson. Members of the public may comment on matters not appearing on this agenda or may offer comment on specific agenda items. Comments may be discussed by the Board but no action may be taken. The matter may be placed on a future agenda for action.

Additional comment periods may be allowed on individual agenda items at the discretion of the chairperson. These comment periods may be limited to three minutes per person at the discretion of the chairperson. These additional comment periods shall be limited to comments relevant to the agenda item under consideration by the Board.

Prior to the commencement and conclusion of a contested case or quasi judicial proceeding that may affect the due process rights of an individual the board may refuse to consider public comment. See NRS 233B.126.

All times are approximate. The Board reserves the right to take items in a different order or to combine two or more agenda items for consideration to accomplish business in the most efficient manner. The Board may remove an item from the agenda or delay discussion relating to an item on the agenda at any time. Pursuant to NRS 241.030 the Board may close a meeting to consider the character, professional competence, alleged misconduct or physical or mental health of a person. The Board may limit the internet broadcasting while in closed session but may not deliberate or take action.

We are pleased to make reasonable accommodations for members of the public who are disabled and wish to attend the meeting. If special arrangements for the meeting are necessary, please notify the Silver State Health Insurance Exchange, 2310 S. Carson St., Suite 2, Carson City, NV 89703, or call Athena Cox at (775) 687-9928 as soon as possible, and no later than 24 hours prior to the time of the meeting.

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Notice of this meeting was posted in the following locations:

Silver State Health Insurance Exchange, 2310 S. Carson St., Suite 2 Carson City, NV Fax (775) 687-9932
Silver State Health Insurance Exchange, 150 N. Stephanie St., Suite 100 Henderson, NV Fax (702) 486-5437
NV State Library and Archives, 100 North Stewart Street, Carson City, NV Fax (775) 684-3330
NV State Division of Health Care Financing & Policy, 1210 S. Valley View, Las Vegas, NV Fax (702) 668-4280
NV State Department of Health and Human Services, 4126 Technology Way, Carson City, NV Fax (775) 684-4010
Southern Nevada Health District 330 S. Valley View Blvd., Las Vegas, NV Fax (702) 759-1417
State Welfare Ely District, 725 Avenue K, Ely, NV Fax (775) 289-1645
State Welfare Reno District Office, 3697-D Kinds Row Avenue, Reno, NV Fax (775) 448-5094
State Welfare Flamingo District Office, 3330 Flamingo Road, Las Vegas, NV Fax (702) 486-9401
Clark County Social Services Department, 1600 Pinto Lane, Las Vegas, NV Fax (702) 455-5950
NV State Health Division, 4150 Technology Way, Carson City, NV Fax (775) 684-4211
Legislative Counsel Bureau, 401 S. Carson St., Carson City, NV Fax (775) 684-6705
Grant Sawyer Building, 555 E. Washington Ave., Las Vegas, NV Fax (702) 486-2012
Washoe County Social Services, 350 South Center Street, Reno, NV Fax (775) 785-8648
Washoe County Library, 301 South Center Street, Reno, NV Fax (775) 327-8390
Las Vegas Urban League, 930 W. Owens, Las Vegas, NV Fax: (702) 636-9240

Notice of this meeting and supporting materials are available on or after the date of this notice at www.exchange.nv.gov or you may contact Athena Cox at (775) 687-9928.
